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BEM/DWS OPERATIONS MEMO

No: 05-22

DATE: 06/21/2005

FS	☐	**MA**	☐	**SC**	☐
CTS	☐	**CC**	☒	**W-2**	☐
FSET	☐	**EA**	☐	**CF**	☐
JAL	☐	**JC**	☐	**RAP**	☐
WIA	☐	**Other**	**EP**	☐★	

PRIORITY: HIGH

TO: **Economic Support Supervisors**
Economic Support Lead Workers
Training Staff
Child Care Coordinators
W-2 Agencies
Workforce Development Boards
Job Center Leads and Managers

FROM: Amy Mendel-Clemens
Technical Assistance, Training & Education Section
Bureau of Eligibility Management
Division of Health Care Financing

SUBJECT: **Remaining CARES Child Care Payment System Screens Move to the Child Care Statewide Administration on the Web System**

CROSS REFERENCE: None

EFFECTIVE DATE: July 11, 2005

PURPOSE

The purpose of this memo is to announce that the remaining CARES Child Care Payment System (CCPS) mainframe screens will move to the Child Care Statewide Administration on the Web (CSAW) system effective July 11, 2005.

BACKGROUND

Through a phased approach, Department of Workforce Development (DWD) has been replacing the CARES CCPS mainframe screens with web pages in CSAW. Last fall, DWD implemented the first two phases of CSAW, Provider Management and Authorization Management. This spring, DWD implemented Report Management and Announcements. On July 11, 2005, DWD will implement the next phase of CSAW, Issuance Management.

NOTE ➢*When the Issuance Management phase is implemented, all of the screens that were part of CARES CCPS will be moved to CSAW. CARES CCPS will no longer exist.*

Workers will now be able to log into either CSAW or CCPI with one User ID and Password and be able move between CSAW and CCPI accessing all child care payment data. Workers will continue to access all notices and alerts on CARES.

CORRELATION BETWEEN NEW CSAW PAGES AND CURRENT CARES CCPS SCREENS

CSAW Issuance Management Module

The following CARES CCPS mainframe screens will be moved to the CSAW Issuance Management module. The table below displays the correlation between the new CSAW page names and the current CARES CCPS screen names.

CSAW Page	CARES CCPS Screen
Case – Issuance History	CCQS – Case Payment History
Registration Fee	CCSP – Record Special Payments
Provider – Issuance History	CCQI – Provider Issuance History
Payment Summary	CCQY – Year-to-date Provider Payment Summary
Payment Adjustment/Payment Adjustment Details	CCAP/CCAD – Record Payment Adjustment
Overpayment Return	CCPR – Provider Issuance Return
Return List	New Screen/CCRR – Provider Return/Reversal
Return and Recovery	CCRQ/CCRD – Provider Return Recovery
Refund	CCRE – Provider Refund
Issuance Search	New Screen – Search for Issuance
Issuance Summary	CCQA – Provider Issuance Detail Address
Issuance Details	CCQD – Provider Issuance Detail – History
Issuance Status Details	CCQH – Issuance Disposition Details
Stop Payment	CCPS – Provider Stop Payment Request
Full Return	CCFR – Provider Issuance Full Returns
Cancel Issuance	CCPN – Cancel Provider Issuance Note: This screen is accessed by DWD Finance staff only. This screen will display on the Issuance Menu but workers will not have access to this page.
Release/Re-Issue	CCPI – Release/Re-Issue Provider Issuance

CSAW Provider Management Module

Two CARES CCPS screens will be moved to the CSAW Provider Management module. Below is a table displaying the new CSAW page names and the current CARES CCPS screen names.

CSAW Page	CARES CCPS Screen
Provider Utilization	CCQU/CCIL – Provider Query Utilization
Resend Attendance Form	CCRF - Reprint Attendance Form

CSAW Authorization Management Module

One CARES CCPS screen will be moved to the CSAW Authorization Management module. Below is a table displaying the new CSAW page name and the current CARES CCPS screen name.

CSAW Page	CARES CCPS Screen
Case Utilization	CCUC - Query Child Care Usage

NEW CSAW PAGES

The CARES CCPS screens that are moving to CSAW will essentially work the same on CSAW as they did on CARES CCPS. There are a few exceptions where the screens do work differently and those are briefly described below. A couple of new CSAW pages are being introduced and are described below as well.

Additional information regarding how all the pages work can be found in the CSAW Issuance Management PowerPoint. (See the "ADDITIONAL TRAINING MATERIALS" section of this memo for more information on the PowerPoint.)

Registration Fee Page

Currently the CCSP – Record Special Payments screen allows one registration fee to be entered per authorization. The registration fee amount is limited to $50. The new Registration Fee Page will allow two registration fee payments per authorization. Each registration fee payment will be limited to $50. This will allow workers to enter registration fee payments on authorizations that span two registrations payment due dates.

Due to this change, two new fields have been added to the Registration Fee page. The field "# of Reg Fee Paid" has been added to display the number of registration fees that have been issued for an authorization. The "Total Reg Fee Paid" has been added to display the total amount of registration fees issued for an authorization.

The Registration Fee Details page is new. The Registration Fee Details page is accessed by selecting the link from the "Total Reg Fee Paid" field. The Registration Fee Details page displays the details for each registration fee entered for an authorization.

The Registration Fee and Registration Fee Details pages are displayed on the following page.

CSAW Wisconsin
Child Care Statewide Administration on the Web
Help
Logout
Provider Management
Authorization Management
Issuance Management
Report Management
Announcements
CCPI
CCPC
Issuance Menu
Home
Issuance - Case
Search by Case
Issuance History
Registration Fee
Issuance - Provider
Search by Provider
Issuance History
Payment Summary
Payment Adjustment
Overpayment Return
Return List
Return and Recovery
Refund
Issuance
Issuance Search
Issuance Summary
Issuance Details
Issuance Status Details
Stop Payment
Full Return
Cancel Issuance
Release/Re-Issue
Registration Fee
Registration Fee
Search
Child's Name
Keith Maria
Start Date * 12/10/2004
End Date * 6/10/2005
Search >
Case Details
Case # 7700325979
Agency Fond Du Lac County
Primary Person Tia Maria
Child Details
Child's Name Keith Maria
DOB 06/14/1999
PIN 7100672368
SSN --
Registration Fee
Provider # | Locn # | Provider's Name | Authorization Begin Date | Authorization End Date | Auth Type | # of Reg Fee Paid | Total Reg Fee Paid | Payment Amount | Delete | Updated User ID
2800039102 | 001 | Jennifer Lopez | 02/27/05 | 05/07/05 | A | 2 | 20.00
6800036206 | 001 | Packer Day Care | 07/04/04 | 02/26/05 | A | 1 | 5.00
6800036206 | 001 | Packer Day Care | 01/16/05 | 02/05/05 | E | 1 | 15.00

CSAW Wisconsin
Child Care Statewide Administration on the Web
Help
Logout
Provider Management
Authorization Management
Issuance Management
Report Management
Announcements
CCPI
CCPC
Issuance Menu
Home
Issuance - Case
Search by Case
Issuance History
Registration Fee
Issuance - Provider
Search by Provider
Issuance History
Payment Summary
Payment Adjustment
Overpayment Return
Return List
Return and Recovery
Refund
Issuance
Issuance Search
Issuance Summary
Issuance Details
Issuance Status Details
Stop Payment
Full Return
Cancel Issuance
Release/Re-Issue
Registration Fee Details
Registration Fee Details
Case Details
Case # 7700325979
Agency Fond Du Lac County
Primary Person Tia Maria
Child Details
Child's Name Keith Maria
DOB 06/14/1999
PIN 7100672368
SSN --
Provider Location Details
Provider # 2800039102
Provider Name Jennifer Lopez
Location # 001
Location Name Jennifer Lopez
Registration Fee Details
Authorization Begin Date 02/27/2005
Authorization End date 05/07/2005
Authorization Type Attendance
Number of Registration Fee Paid 2
Total Registration Fee Paid 20.00
Registration Fee Payment Details
Attendance Begin Date | Issuance Date | Paid Reg Fee Amount | Updated User ID
02/27/05 | 06/04/05 | 10.00 | XCT103
02/27/05 | 06/11/05 | 10.00 | XCT103

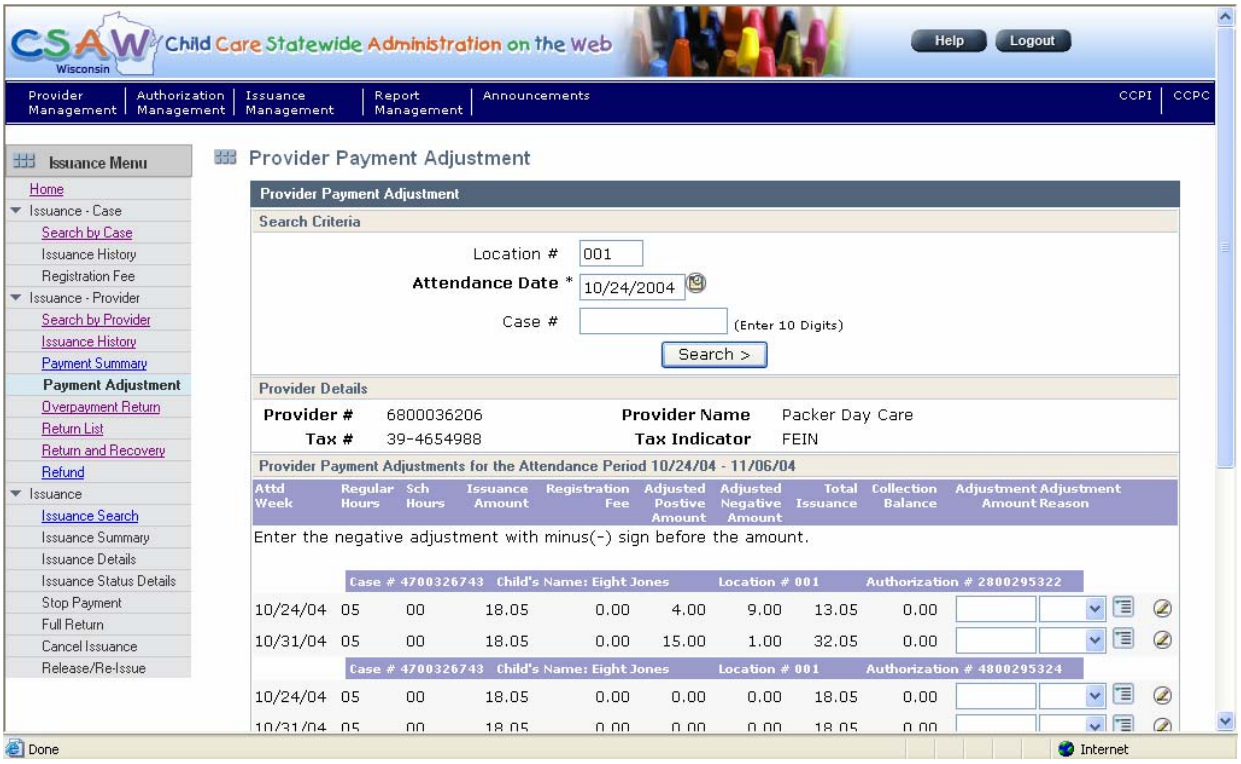
Payment Adjustment Page

Currently the CCAP – Record Payment Adjustment screen displays data vertically. The new Payment Adjustment page displays data horizontally which makes the page easier to read. Payment adjustments continue to be entered by provider location, by child, and by attendance week.

> **NOTE** ➢The Child Care Section is aware that processing this screen is resource intensive, especially when the provider overpayment involves several children and several weeks. The Child Care Section has identified the need to make changes to the process of entering provider overpayments so that it will be more efficient and less error prone. The timeframe to complete this future enhancement has not been identified.

To access the Payment Adjustment page, the worker selects the Payment Adjustment link from the Issuance Menu. The worker must enter the date of the attendance week for the adjustment into the Attendance Date field. The worker can also enter the provider location and/or case number as an option to help narrow the search results.

The Payment Adjustment page is displayed below:



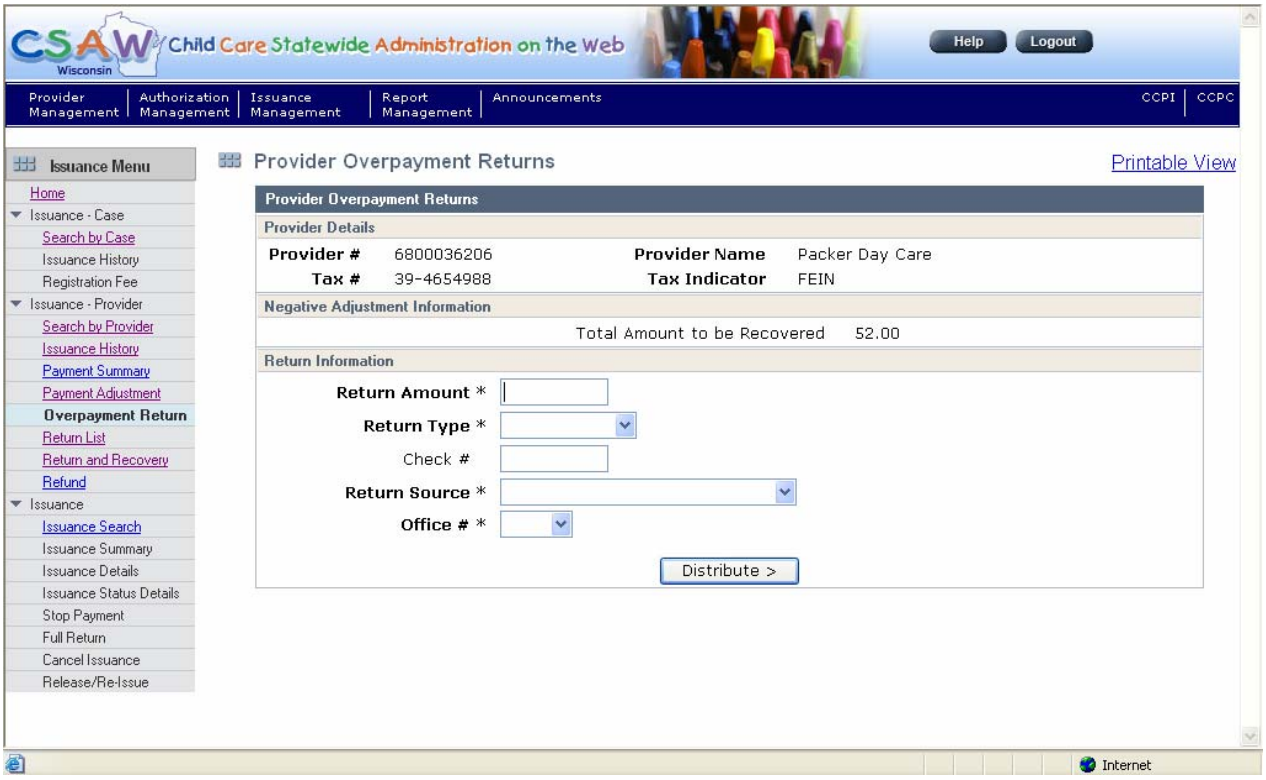
Overpayment Return Page

Currently the CCPR – Return Provider Issuance screen is divided into two sections. The first section of the screen is where the worker enters the provider overpayment return (collection). The second section of the screen lists all negative adjustments where a collection amount is outstanding. Once the collection is entered and PF24 is pressed, the collection amount is distributed to the negative adjustments in order of first in, first out (FIFO). The worker is able to redistribute the collection amount to other negative adjustments as needed.

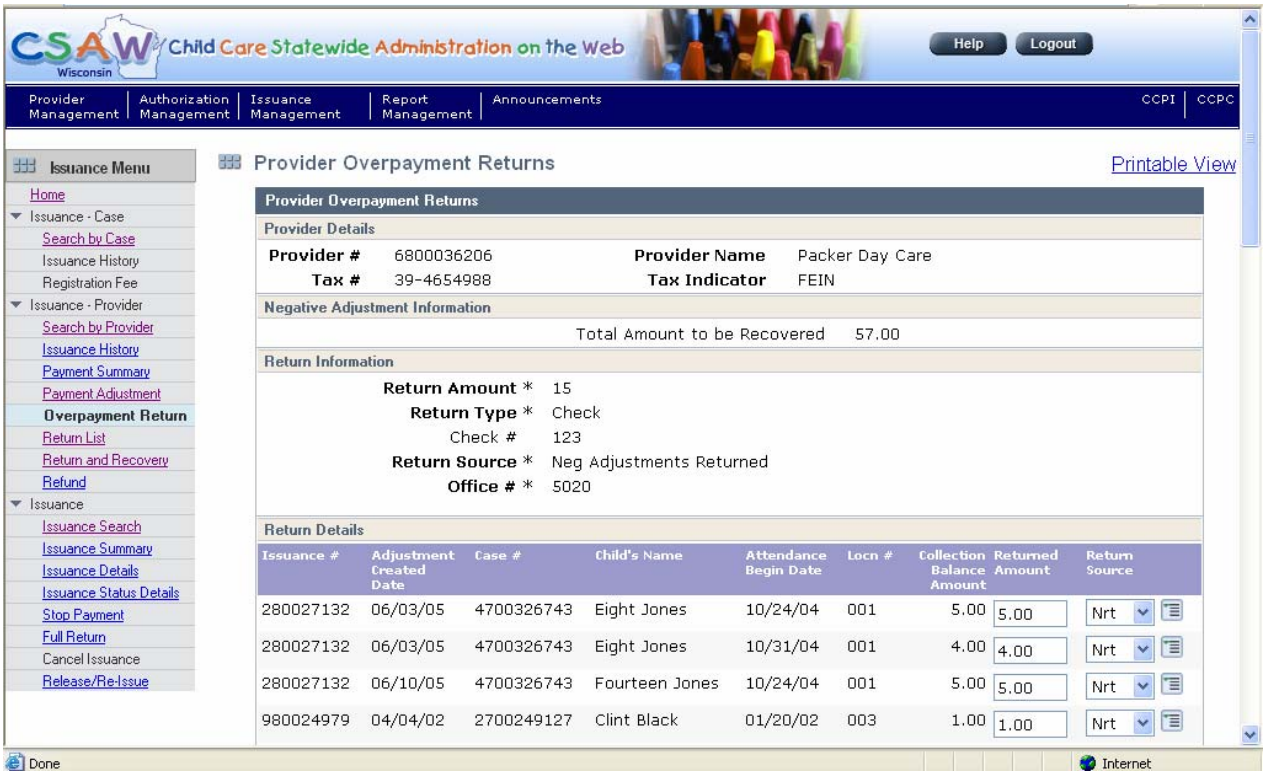
The new Overpayment Return page has been divided into two displays. When the worker first accesses the Overpayment Return page, the page displays the fields to enter the overpayment return (collection). The list of outstanding negative adjustments is not displayed, unless the worker selects the Printable View link. Once the worker enters the collection amount and selects the Distribute button, the list of outstanding negative adjustments displays with the collection amount distributed to the negative adjustments in FIFO. The worker is able to redistribute the collection amount to other negative adjustments as needed.

The Overpayment Return page is displayed below:

Display 1



Display 2



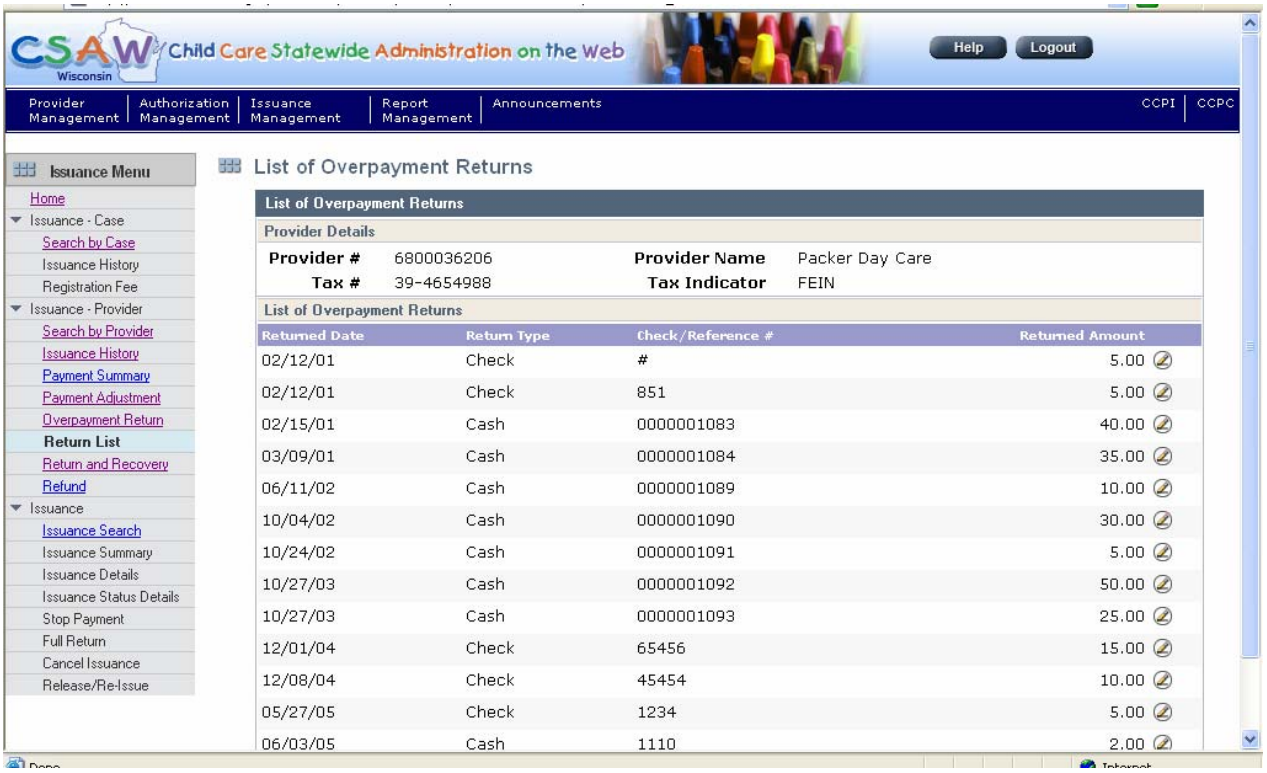
Return List Page

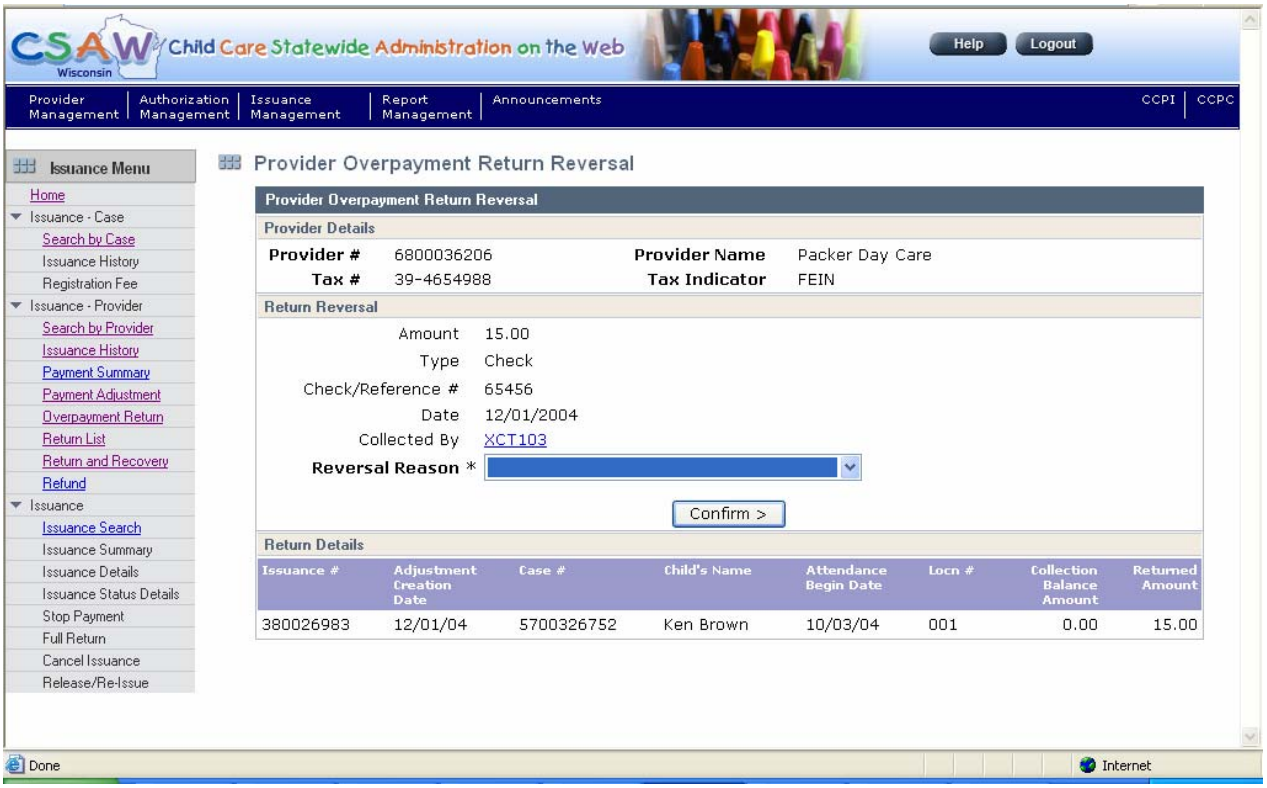
The Return List page is new. The Return List page lists all returns (collections) whether they are collected by cash, check, or money order. In order to enter a reversal, the modify icon is selected. When the modify icon is selected, the Provider Overpayment Return Reversal page is displayed. The Provider Overpayment Return Reversal page is where the worker enters the reversal of collection and views the return (collection) details for that specific return. This information can also be viewed on the Return and Recovery page.

Return Reversal Page

The CCRR - Child Care Provider Return Reversal screen is used to reverse a provider collection that was entered on the CCPR – Return Provider Issuance screen. A reversal is needed if the check is found to not have sufficient funds or if the return is entered for the incorrect provider. The screen reverses the collection amount for a negative adjustment by changing the display of the negative adjustment from having a collection to having an outstanding balance for the collection amount. This screen has rarely been used. The screen is accessed by entering the Provider Number/Check Number in the parms.

The Return List and Provider Overpayment Return Reversal pages are displayed on the following page.


CSAW Wisconsin
Child Care Statewide Administration on the Web
Help
Logout
Provider Management
Authorization Management
Issuance Management
Report Management
Announcements
CCPI
CCPC
Issuance Menu
Home
Issuance - Case
Search by Case
Issuance History
Registration Fee
Issuance - Provider
Search by Provider
Issuance History
Payment Summary
Payment Adjustment
Overpayment Return
Return List
Return and Recovery
Refund
Issuance
Issuance Search
Issuance Summary
Issuance Details
Issuance Status Details
Stop Payment
Full Return
Cancel Issuance
Release/Re-Issue
List of Overpayment Returns
List of Overpayment Returns
Provider Details
Provider # 6800036206
Provider Name Packer Day Care
Tax # 39-4654988
Tax Indicator FEIN
List of Overpayment Returns
Returned Date | Return Type | Check/Reference # | Returned Amount
02/12/01 | Check | # | 5.00
02/12/01 | Check | 851 | 5.00
02/15/01 | Cash | 0000001083 | 40.00
03/09/01 | Cash | 0000001084 | 35.00
06/11/02 | Cash | 0000001089 | 10.00
10/04/02 | Cash | 0000001090 | 30.00
10/24/02 | Cash | 0000001091 | 5.00
10/27/03 | Cash | 0000001092 | 50.00
10/27/03 | Cash | 0000001093 | 25.00
12/01/04 | Check | 65456 | 15.00
12/08/04 | Check | 45454 | 10.00
05/27/05 | Check | 1234 | 5.00
06/03/05 | Cash | 1110 | 2.00


CSAW Wisconsin
Child Care Statewide Administration on the Web
Help
Logout
Provider Management
Authorization Management
Issuance Management
Report Management
Announcements
CCPI
CCPC
Issuance Menu
Home
Issuance - Case
Search by Case
Issuance History
Registration Fee
Issuance - Provider
Search by Provider
Issuance History
Payment Summary
Payment Adjustment
Overpayment Return
Return List
Return and Recovery
Refund
Issuance
Issuance Search
Issuance Summary
Issuance Details
Issuance Status Details
Stop Payment
Full Return
Cancel Issuance
Release/Re-Issue
Provider Overpayment Return Reversal
Provider Overpayment Return Reversal
Provider Details
Provider # 6800036206
Provider Name Packer Day Care
Tax # 39-4654988
Tax Indicator FEIN
Return Reversal
Amount 15.00
Type Check
Check/Reference # 65456
Date 12/01/2004
Collected By XCT103
Reversal Reason *
Confirm >
Return Details
Issuance # | Adjustment Creation Date | Case # | Child's Name | Attendance Begin Date | Locn # | Collection Balance Amount | Returned Amount
380026983 | 12/01/04 | 5700326752 | Ken Brown | 10/03/04 | 001 | 0.00 | 15.00
Done
Internet

ACCESSING THE PAGES LISTED IN THE ISSUANCE MENU

Issuance-Case

The pages listed under the Issuance-Case section of the Issuance Menu are accessed by using the case number. The Search by Case link must be selected from the Issuance Menu. These pages were accessed in CARES CCPS by using the case number in the parms. The Search by Case page is the same case search page used in the CSAW Authorization Management module.

The worker is driven to the Issuance History page when a case number has been selected from the results of the Search by Case page. If the worker selects a link from the Issuance Date field, the worker is driven to the Issuance Details page and all pages under the Issuance-Provider and Issuance sections become accessible through the Issuance Menu. At this point, the pages in the Issuance-Case section of the Issuance Menu are no longer accessible. The worker would have to search for a case number in order to access those pages once again.

Issuance-Provider

The pages listed under the Issuance-Provider section of the Issuance Menu are accessed as described in the previous section or by selecting the Search by Provider link from the Issuance Menu. The pages in this section were accessed in CARES CCPS by using the provider number in the parms and continue to be accessed by using the provider number in CSAW. The Search by Provider page is the same provider search page used in the CSAW Provider and Authorization Management modules.

The worker can select either the provider number or a provider location from the results of the Search by Provider page. The worker is then driven to the Provider Issuance page and the links for all pages in this section become accessible. The links for the pages in the Issuance section only become accessible when an Issuance Number link is selected from the Provider Issuance page. When this is done, the pages in the Issuance-Case section of the Issuance Menu are no longer accessible.

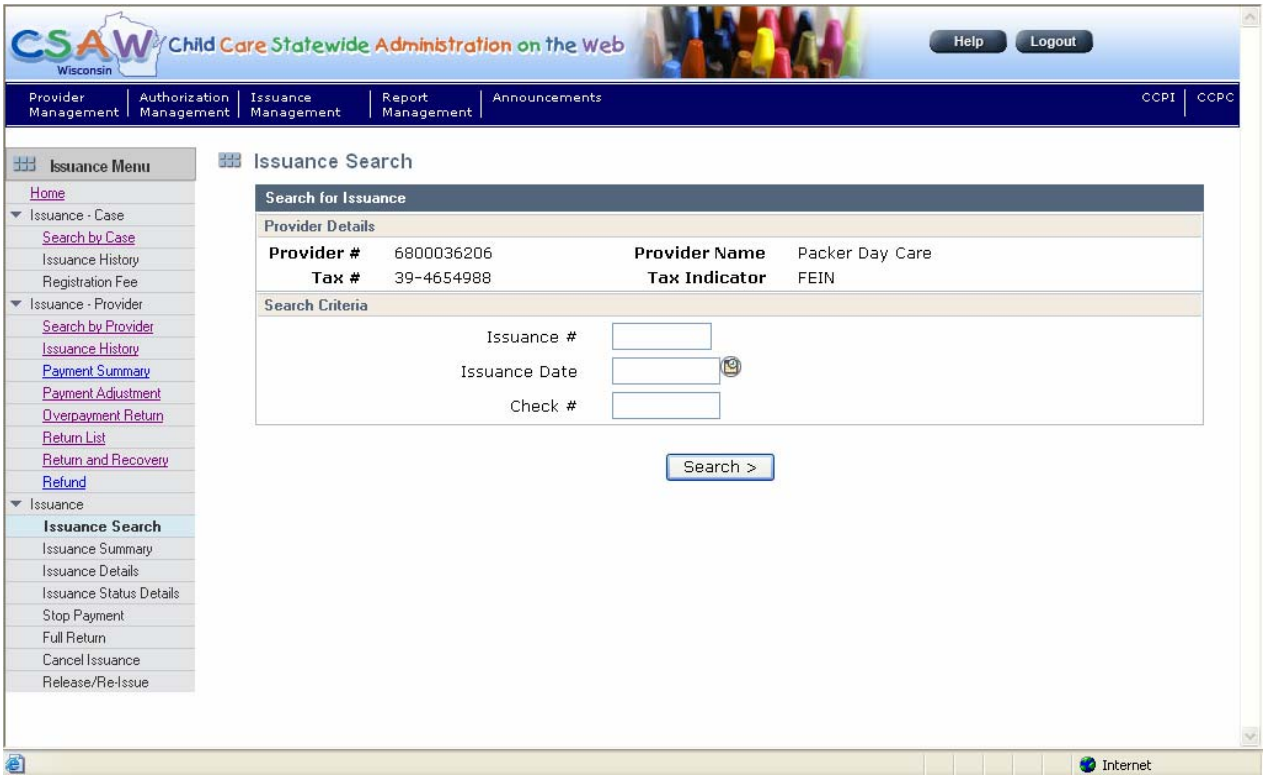
If the worker selected the provider number from the search results, issuance for all locations for that provider are displayed on the Provider Issuance page. If the worker selected a specific provider location from the search results, issuance for only that provider location are displayed on the Provider Issuance page.

Issuance

The pages listed under the Issuance section of the Issuance Menu can be accessed as described in the previous two sections or by using the Issuance Search page. The pages in this section were accessed in CARES CCPS by using the issuance number in the parms or by selecting an issuance on the CCQI – Provider Issuance History screen and using a PF key to access a specific screen. The Issuance Search page is new.

The worker can search on any combination of fields on the Issuance Search page (Issuance #, Issuance Date, or Check Number). At least one field must be entered in order to conduct a search. The worker is driven to the Issuance Details page when a provider issuance is selected from the search results. At this point all pages listed under the Issuance-Provider and Issuance sections of the Issuance Menu become accessible. The pages under the Issuance-Case section of the Issuance Menu are not accessible.

The Issuance Search page is displayed below:



ADDITIONAL TRAINING MATERIALS

The CSAW Issuance Management PowerPoint has been developed to assist workers in becoming familiar with the CSAW Issuance Management module. The PowerPoint is located on the Child Care Section/CSAW internet web site. It will be listed in the Key Links menu on the right side of the page. The link to the PowerPoint will also be on the CSAW Home Page (within the application) on the CSAW Help Page.

Workers should review both the PowerPoint and this memo prior to July 11, 2005 in order to become familiar with the CSAW Issuance Management module. The PowerPoint is designed to display each page in the CSAW Issuance Management module, describe the purpose of each page, and describe how to process the page. This memo is designed to describe the significant differences between the correlating CARES CCPS screens and the CSAW pages as well as describe how the pages are accessed. The intention is that both documents are to be used together to inform and prepare the worker to use the CSAW Issuance Management module.

HELP PAGES

The CSAW Help pages will be available for the new CSAW pages. The Help pages can be accessed by selecting the Help button in the upper right corner of each page.

SECURITY

Workers who have security access to CSAW will not need to request new security access for the CSAW Issuance Management module. Current CSAW users will have the same security access to the pages in the CSAW Issuance Management module as they have to the corresponding CARES CCPS screens. For example, if a worker has update access to the CCAP – Record Payment Adjustment screen in CARES CCPS, they will continue to have update access to the Payment Adjustment page in CSAW.

Workers who do not have security access to CSAW will need to create an electronic user account (set up User ID and Password) and submit a Child Care Web Access Request form (DWSW-13358). Instructions for completing the electronic user account as well as access to the Child Care Web Access Request form are at Child Care Statewide Administration on Web (CSAW) web site.

CONTACTS

BHCE CARES Information & Problem Resolution Center

★Program Categories – FS – FoodShare, MA – Medicaid, SC – Senior Care, CTS – Caretaker Supplement, CC – Child Care, W-2 – Wisconsin Works, FSET – Food Stamp Employment and Training, CF – Children First, EA – Emergency Assistance, JAL – Job Access Loan, JC - Job Center Programs, RAP – Refugee Assistance Program, WIA – Workforce Investment Act, Other EP – Other Employment Programs.